verizon

Order Completion Quality Control Process

- Customer Loop Provisioning Center (CLPC) Management of each order
- Review of Frame Completion Report
- MLT, 4-Tel Test Results

- Order is updated as complete only if frame complete report and MLT results are positive

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Order Trouble Completion Resolution Process

- DLEC should test no later than Due Date + 1
- Service issues are resolved before DLEC dispatches to end user - not during visit at customer premise
- Verizon process is tailored for each DLEC's capabilities and processes.
- Trouble Ticket Issued - common to all DLECs
- Each DLEC has different testing equipment/process (iVRS, MLT, Harris, etc.)
- Some splitters with signature (MLT enhanced testing)
- Joint remote testing is first choice
- Joint physical meet only if necessary

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From:	"Di Bene, John (Legal)" <JD3235@corp.sbc.com>
To:	"Oxman, Jason" <JOxman@covad.com>, "Chase, Lans" <...
Date:	Fri, Nov 17, 2000 5:06 PM
Subject:	SBC Contributions -- Line Sharing Technical Conference

Attached are the documents SBC agreed to provide participants during the Oct. 31 Line Sharing Technical Conference. Enclosed is: a log of line sharing implementation issues, a draft summary of SBC turn-up testing procedures, a draft summary of SBC maintenance testing procedures, an overview of SBC's current loop qualification processes and planned improvements in the Ameritech region, and an overview of SBC's current loop qualification processes and planned improvements in the SWBT, PB, NB, and SNET regions. I also have also enclosed SBC's escalation lists, as updated November 13th.

Please feel free to contact me if you have any questions. I can be reached at 202 326 8907.

FCC CLEC Line Sharing Issue Log:

11/14/00

CLEC Alleged Issues	Proposed Action		Status
Inventory: CLEC and ILEC inventory in the SWITCH/FOMS database is missing or incomplete, causing fallout. (Refer to Issues 1 - 3 on the CODSLAM Network Services Log for complete description.)	1) Resolve issues associated with timely & accurate input of CLEC/ILEC splitters and CFAs. 2) Define and deploy consistent process for resolving SWITCH/FOMS inventory issues.		Correct office capacity amounts in SWITCH / FOMS that do not match deployment plan AIT: 11/30 Completion PB: 11/30 Completion SNET: Completed SWBT: 11/30 Completion Performed a reconciliation of what the entire CLEC inventory shows compared to what we have in SWITCH/FOMs. This reconciliation was completed for COVAD on 11/13/00. The reconciliation for Rhythms is underway and is expected to complete by 11/17/00.
Network Infrastructure: Physical installation not always completed accurately and completely. Problems include missing or incorrect stenciling, cross-connects or splitters not wired or wired incorrectly, or cards not installed. (Refer to Issues 1 - 2 on the CODSLAM Network Engineering Log for complete description.)	1) Create a checklist to validate that all installed equipment is stenciled and installed correctly. Analyze results. 2) Develop process to audit MOPs (work complete, accurate, and approved).		Physical re-verification of ILEC owned splitter equipment (shelves, cards, blocks & stenciling) in each of the regions: OK/AR: 11/10 MO/KS: 12/8 DFW: 12/30* (Stat Samples complete) HOU: 12/30* (Stat Samples Complete) CTX: 12/30* (Stat Samples Complete) PB: Completed AIT : Completed SNET: Completed

			Validation that original Phase 1, 2 & 3 offices have been inventoried in SWITCH / FOMS
			     AIT : 11/30
			     SWBT: Completed
			     SNET: Completed
			     PB/NB: Completed
			
			Fully validate installation quality for all new types of equipment (splitters) until the Cluster Vendor demonstrates an acceptable quality level. Acceptable level of quality established for each Installation Vendor by the local General Manager. Continue to use Quality Teams to validate overall performance. Reinforce existing M&P requirements with Installation Vendors to assure completion of all continuity tests associated with equipment 12/31/00 completion

Provisioning Validation: Line organizations are not adequately trained, or training has become cold storage, so that the correct procedures for handling Line Sharing orders is not clearly understood, causing delays or errors in completing service orders. (Refer to Issue 1 on the CODSLAM Wholesale Marketing Log.)	Develop "initial office entry" process for using first Line Sharing order with an ILEC-owned splitter and CLEC-owned splitter in each C.O. This first live order will be a test order that, upon entry into the LSC/LOC, will be hand-paddled through the end to end process. Training, procedure and process issues will be identified and addressed as the order proceeds through the provisioning process.		The agreement at this point is to walk initial orders through the process for an initial office entry by a CLEC for Line Sharing. This will fall to the LSC to monitor and implement as needed. It was agreed that we should focus on those offices which the CLEC's have confirmed plans.
			
			Training/retraining :
			     SWBT: Completed
			     AIT: Completed
			     PB: To complete 12/15
			     SNET: Completed

Draft

LINE SHARING TURN-UP TEST

Work to be completed by Frame Due Date (Due Date – region specific):

1. Test for presence of load coils at MDF
   - ➢ If load coil(s) present, place order in jeopardy
   - ➢ LOC handles jeopardy notice to CLEC
2. SBC frame technician runs jumpers as appropriate
   - ➢ Run jumpers for MECP, MEOE, MEDT, MEDD (CLEC-provided CFA) between splitter and tie pairs
   - ➢ Remove original OE to CP jumper on MDF
   - ➢ Tie down new jumper at OE and CP
3. SBC frame technician performs ANI test at MECP "out" side of splitter (on IDF or MDF as appropriate) and at last CP frame appearance prior to leaving office
4. SBC frame technician addresses any technical issues if ANI fails
   - ➢ If no dialtone, technician traces new jumper work

5. SBC frame technician visually inspects MEDT or MECP jumper on IDF as appropriate
   - ➢ If ILEC owned splitter, verify MEDD wiring, by placing a tone at the MEDD and verifying the tone at the CP**.
6. If all steps above are completed and found to be accurate, frame completes work order
7. ILEC provides Service Order Completion notice (SOC intervals vary by region)
8. If order was placed in jeopardy for CLEC handling:
   - ➢ CLEC verifies DSL port open and provides digital signal/pilot tone if available
   - ➢ If CLEC verifies port is capable, call LOC to administer test assist with frame
   - ➢ If CFA port is defective or working, CLEC submits an LSR for a CFA change
   - ➢ If the CFA was tied down incorrectly, frame will re-run the jumper
9. SBC to complete activities 1-6 throughout the day but no later than 5:00 PM on Frame Due Date

Work to be completed after 5:00 PM on Frame Due Date:
1. CLEC tests loop, Mechanized Loop Testing at CLECs discretion, and cross-connect on jeopardy orders
2. If transmission trouble occurs, CLEC verifies port is open and digital signal is leaving the port
3. CLEC contacts LOC
4. SBC LOC technician contacts frame to isolate trouble
5. If trouble located in SBC network, SBC resolves problem.
6. If trouble located in CLEC equipment or network, CLEC elects to submit a new LSR to change a CFA assignment
7. All service orders that were placed in jeopardy will be held in jeopardy status in the LOC Provisioning Center for resolution for a period not to exceed 72 hours after due date
8. LOC contacts CLEC to allow CLEC to re-test the line. LOC coordinates with CLEC to ensure SBC has provided loop that meets continuity and balance specifications
9. LOC removes jeopardy and closes initial service order
10. If CLEC has not contacted the LOC within 72 hours of due date, SBC will complete the service order.

** We have found that if there are no splitter cards in the Splitter, a technician will not hear the tone at the CP location. This is a backup step to ensure cards are in the Splitter before we close out the order. We may need more discussion on this.

DRAFT
LINE SHARING
Maintenance Testing
(Maintenance Procedures Apply After Provisioning Interval)

The Local Operations Center, LOC, is the single point of contact for all CLEC maintenance requests within SBC. Each region has a dedicated center to support CLEC maintenance requests. All maintenance requests in the SNET region are received through the normal retail channel. SBC offers electronic interfaces in each region to pass CLEC trouble tickets directly to the SBC LOC. The SBC Plan of Record supports a uniform Maintenance Operating System for trouble reporting for all regions.

A CLEC may submit a trouble report to the LOC either electronically or verbally. Upon receipt, the LOC personnel begin investigating to find the root cause of the problem.

Root Cause Investigation Procedures: (subject to revision as experience is attained)

1. LOC performs an MLT Test to identify physical faults or obvious loop balance problems. (Dispatch to appropriate inside or field operations if a definitive trouble is identified)
2. LOC reviews Service Order to determine whether the loop is "Standard" or "Non Standard for DSL. ("Standard" complies with Bridged tap and loop length recommendations for support of DSL Service)
3. SBC frame technician performs ANI test at MECP "out" side of splitter (on IDF or MDF as appropriate) and at last CP frame appearance prior to leaving office.
4. SBC frame technician addresses any technical issues if ANI fails.
    ➤ If no dialtone, technician traces jumper work.
5. SBC frame technician visually inspects MEDT or MECP jumper on IDF as appropriate.
    ➤ If ILEC owned splitter, verify MEDD wiring,
6. Test for Pilot tone (Step to be technically reviewed)
7. Frame technician performs ANI test at the CP on MDF
    ➤ If no dial tone, trace jumpers
8. Frame Attendant repairs any defects found at the frame and refers activities and test results to LOC.
9. Frame technician tests for presence of load coils at MDF
    ➤ If load coil(s) present, discuss with LOC
10. LOC verifies Local Make Up (LMU of cable pair) The LMU is compared with the loop conditioning authorized by the CLEC
11. LOC contacts CLEC to handoff repaired trouble or to discuss situations where conditioning was not authorized on the Service Order. The CLEC may wish to issue an LSR to support conditioning.
12. If "No trouble found" (NTF), the CLEC may request a "Cooperative Test" with the LOC and frame attendant (as appropriate) on the line.
13. In the case of "Chronic Trouble", the CLEC may request a "Vendor Meet". The vendor meet is an appointment set for the CLEC field technical forces to meet with the ILEC field technical support at an agreed upon site. (A service charge to the CLEC will result when "Cooperative Testing" or "Vendor Meet" is requested and trouble is found to be in CLEC's area of responsibility. No charge will be issued if the trouble is proved into the SBC plant/equipment.)
If Frame finds that a port (CFA) has gone bad the Frame will contact the LOC. The LOC will contact the CLEC to get a new port assignment. The frame will change to the new port within the repair MTTR.
14.

CURRENT LOOP QUAL PROCESS

Loop Qual (Qualification) is an application and associated database that automates the loop qualification process for DSL products by providing representative loop make up. To accomplish this end there are a variety of interfaces and methods provided to the CLEC (Verigate, LSPAccess, LSPWest, and EDI/CORBA). Loop Qual will accept four different types of loop make up inquiries (Design, Actual, new Manual and existing Manual) based on address and provide Loop Make Up (LMU) data in return.

Design Query: Perform a detailed loop qualification using a pre-ordering validated address to obtain *design* results. Design results are based on "worst case" information for all loops in a specific Distribution Area.

Retrieve MLR: Query the Universal Tracking System database by Service Address for results of a previous Manual Loop Request (MLR).

Request MLR: Refer a qualification request to the Engineers. This will require the following steps:

   a. Submit the referral upon completion of an initial detailed loop qualification (Design or Actual).
   b. Provide initial acknowledgement response
   c. Return results to the requesting CLEC via e-mail

Actuals Query: Perform a detailed loop qualification using a pre-ordering validated address to obtain *actual* Loop Make-Up results from LFACS.

Pre-Ordering Functions

In the Pre-Ordering phase, in the SWBT, PB/NB, and SNET Regions, the middleware service will receive a request for Loop Information via an EDI/CORBA, LSPAccess, LSPWest or Verigate transaction that contains the address of the Customer for which information is being requested.

Design Query

Loop Qual searches for the submitted address (or telephone number) in its Design database and returns a qualification status based on theoretical design point information. The database is refreshed monthly. The specific LMU returned is based on the worst case loop to the distribution area.

LOOP QUAL SYSTEM OVERVIEW
For
SWB/PB/NB/SNET

Actuals Query

Loop Qual searches for the submitted address in the LFACS database and returns a loop makeup (LMU) based on an actual loop in the serving terminal. If the service address is not found in the LFACS database then Design LMU will be returned. In the event no actual or design data is available from either LFACS or the Design database, a message will be returned as part of the response with this indication.

Request MLR

Loop Qual generates a request to Engineering for LMU to be pulled and a populated in an electronic form. The LMU data is then stored in the Universal Tracking Database (UTDB) and an e-mail containing the same information is sent back to the request originator.

Retrieve MLR

The user may option to retrieve a previously completed MLR from the UTDB. If an MLR record exists in the UTDB for the service address in question it will be returned and displayed. Otherwise a 'MLR does not exist' message is returned.

Ordering Functions

As part of the Ordering phase of Service Negotiation, LASR will invoke an application-to-application request to the middleware service to obtain Loop Information.

The middleware service will make an initial query to UTDB based on the address received to determine if Loop Make Up (LMU) is available for the specified address.

> In the event LMU information is not available in UTDB the above information will be obtained from the Design Data currently available in Loop Qual. The middleware service will obtain this data by sending a query to the Loop Qual subsystem to obtain a design data result. **** With the December 9, 2000 release of LASR, LFACS will also be queried for results. UTDB will be queried first, LFACS second and Design last.

In the event no UTDB, LFACS or design data is available, a message will be returned as part of the response with this indication.

FUTURE LOOP QUAL PROCESS

One of the major efforts for the Loop Qual process in the SWB/PB/NB/SNET regions will be to take advantage of the future mechanized data as it is populated per the xDSL POR. In the xDSL POR, SBC committed to increasing the percentage of actual loop makeup data available. The POR states:

Further, SBC will launch an effort to populate loop make-up data in mechanized systems where it does not exist so that the percent of actual data becomes consistent with the level of actual data in the Ameritech region. This project will begin in July 2000 but, because of the massive amount of data to be converted, could take 4-6 years to complete.

CURRENT LOOP QUAL PROCESS

Loop Qual (Qualification) is an application and associated database that automates the loop qualification process for DSL products by providing representative loop make up. To accomplish this end, there are a variety of interfaces and methods provided to the CLEC (TCNet GUI and EDI). Loop Qual will accept an Actual loop make up inquiry based on address or telephone number and provide Loop Make Up (LMU) data in return.

Actuals Query: Perform a detailed loop qualification using a pre-ordering validated address to obtain *actual* Loop Make-Up results from production LFACS and ARES.

Pre-Ordering Functions

In the Pre-Ordering phase, AIT will receive a request for Loop Information via an EDI or TCNet GUI transaction that contains the address or telephone number of the Customer for which information is being requested.

Actuals Query

Loop Qual searches for the submitted address or telephone number in the LFACS and ARES databases and returns a loop makeup (LMU) based on an actual loop in the serving terminal. The Actual Query provides the most current and up-to-date mechanized results that are available.

Ordering Functions

Currently, AIT does not perform a mechanized loop qualification inquiry during the Ordering process. However, with the AIT December 2, 2000 EDI Ordering release, the ordering process will include the following loop qual function.

As part of the Ordering phase of Service Negotiation, MOR will invoke an application-to-application request to the middleware service to obtain Loop Information.

The middleware service will make a query to the LFACS and ARES databases based on the address received to determine if Loop Make Up (LMU) is available for the specified address. The middleware service will return the requested information.

FUTURE LOOP QUAL PROCESS

AIT will be adding the following inquiries with the Uniform POR March 2001 release. This will make the Ameritech loop qual process more consistent with the SWB/PB/NB/SNET process and will be the foundation for the common 13-state loop qual process.

Archived Actuals: Perform a detailed loop qualification using a pre-ordering validated address to obtain *archived actual* results. Archived Actual results are based on the production LFACS/ARES information but are refreshed monthly.

Retrieve MLR: Query the Loop Qual database by Service Address for results of a previous Manual Loop Request (MLR).

Request MLR: Refer a qualification request to the Engineers. This will require the following steps:

a. Submit the referral upon completion of an initial detailed loop qualification (Archived Actuals or Actuals).
b. Provide initial acknowledgement response
c. Return results to the requesting CLEC via e-mail

Archived Actuals

Loop Qual searches for the submitted address (or telephone number) in its archived actuals database and returns a qualification status. The archived actuals inquiry will generally provide a faster response than the actuals inquiry against the LFACS and ARES production databases. The database is refreshed monthly.

Request MLR

Loop Qual generates a request to Engineering for LMU to be pulled and a populated in an electronic form. The LMU data is then stored in the Loop Qual database and an e-mail containing the same information is sent back to the request originator.

Retrieve MLR

The user may option to retrieve a previously completed MLR from the database. If an MLR record exists in the database for the service address in question it will be returned and displayed. Otherwise a 'MLR does not exist' message is returned.

Date: **November 7, 2000**

The purpose of this document is to provide our Customers with clear and concise information regarding interface processes for Escalations and Expedites within the Local Service Center prior to the due date. Escalations and Expedites on or after the due date will continue to be handled by the Local Operations Center (LOC):

Definitions:

- **Expedites** are defined as orders that fall into one of the following categories:

    - Medical Emergencies
    - Out-of-Service (not a repair problem)   -
    - Interconnect Trunks ≥ 85% capacity or blocked *(For additional information refer to the CLEC Handbook)*

- **Escalations** are defined as issues, problems, and service requests that are not meeting CLEC expectations in problem resolution at the service representative level.

What we need from you:	**What you can expect from us:**
• PON #	• Courteous Response
• Telephone #	• Call Back in an appropriate time frame
• Due Date	
• Contact Name	• Accurate and Timely Resolution
• Contact Telephone #	
• Clear Definition of Issue	
• Complete & Accurate Service Order Request	

Hours of Operation:
The LSC teams are available Monday through Friday **8:00 AM to 5:30 PM CST,** excluding holidays. In the event an escalation or expedite is necessary out of hours, you can call the Local Operations Center on **800-220-4818.**

Holidays (Non-Business Days)

- New Years Day	- Labor Day
- Presidents Day	- Thanksgiving Day
- Memorial Day	- Thanksgiving (Day After)
- Independence Day	- Christmas Day

1

Contact Names & Telephone Numbers:

Local Service Center (LSC):

Customer Care Manager (s): Manager On Duty   Tel: 888-729-1458

Area Manager: Barbara Perschbacher   Tel: 414-224-5929
Pgr: 860-820-5609

General Manager: Kathy Wilkenson   Tel: 414-227-2990
Pgr: 888-417-5744

Vice President: Susan West   Tel: 312-335-6532
Pgr: 888-962-5791

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

Area Manager: Diana Luenburg   Tel: 414-773-5823
Pgr: 414-318-4879

General Manager: Debi Pipkin-Stendler   Tel: 414-773-5820
Pgr: 414-558-4309

Vice President: Ivy Stern   Pgr: 312-867-4342
Tel: 800-800-9725

Nevada Bell
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing

Date: **November 13, 2000**

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    - Medical Emergencies
    - Out-of-Service (not a repair problem)   -
    - Interconnect Trunks $\geq$ 85% capacity or blocked *(For additional information refer to the CLEC Handbook)*

- **Escalations** are defined as issues, problems, and service requests that are not meeting CLEC expectations in problem resolution at the service representative level.

What we need from you:

- PON #
- Telephone #
- Due Date
- Contact Name
- Contact Telephone #
- Clear Definition of Issue
- Complete & Accurate Service Order Request

What you can expect from us:

- Courteous Response
- Call Back in an appropriate time frame
- Accurate and Timely Resolution

Hours of Operation:

The LSC teams are available Monday through Friday **8:00 AM to 5:00 PM PST,** excluding holidays. In the event an escalation or expedite is necessary out of hours, you can call the Local Operations Center on **800-565-5504.**

Holidays (Non-Business Days)

- New Years Day   - Labor Day
- Presidents Day   - Thanksgiving Day
- Memorial Day   - Thanksgiving (Day After)
- Independence Day   - Christmas Day

Contact Names & Telephone Numbers:

Local Service Center (LSC): 800-799-2793

Customer Care Manager(s):	Tamara Smith	Tel: 775-334-1475
		Pgr: 888-351-8693
Area Manager:	Kris Wells	Tel: 775-333-3300
		Pgr: 888-261-9422
General Manager:	Connie Mc Grue	Tel: 415-545-7551
		Pgr: 877-488-4828

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

Area Manager:	Lindsay Gomes	Tel: 775-333-2202
		Pgr: 888-825-3070
General Manager:	Sam Tenerelli	Tel: 626-578-4766
		Pgr: 888-691-5605

Pacific Bell
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing

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    - Interconnect Trunks ≥ 85% capacity or blocked *(For additional information refer to the CLEC Handbook)*

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• Telephone #	• Call Back in an appropriate ti e frame
⁻ I Date	
• Contact Name	• Accurate and Timely Resolution
• Contact Telephone #	
• Clear Definition of Issue	
• Complete & Accurate Service Order Request	

Hours of Operation:
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Holidays (Non-Business Days)

- New Years Day	- Labor Day
- Presidents Day	- Thanksgiving Day
- Memorial Day	- Thanksgiving (Day After)
- Independence Day	- Christmas Day

Contact Names & Telephone Numbers:

Local Service Center (LSC): 800-458-4477

Customer Care Manager(s):	Christy D'Onofrio ---ASI	Tel:	714-284-2099
		Pgr:	714-432-2461
	Marsha Fenton --- ASI	Tel:	714-284-2099
		Pgr:	714-432-2039
	Michelle Caballero --- COVAD	Tel:	714-284-3798
		Pgr:	714-432-2442
	Barbara Hunt --- Northpoint	Tel:	714-284-3798
		Pgr:	714-432-2053
	Melynda Saddenberg --- Rhythms	Tel:	415-542-1096
		Pgr:	415-443-0084
Area Manager:	Mike McLaughlin	Tel:	714-687-7700
		Pgr:	888-894-0720
General Manager:	Victoria Murray	Tel:	714-284-3400
		Pgr:	877-772-3930

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

Manager:	Teresa Dandridge	Tel:	909-369-2364
		Pgr:	909-216-5471
	Martha Hudson	Tel:	909-369-2238
		Pgr:	909-216-0186
Area Manager:	Dan Aguirre	Tel:	909-369-2282
		Pgr:	800-469-3418
General Manager:	Sam Tenerelli	Tel:	626-578-4766
		Pgr:	888-691-5605
Vice President:	George Keely	Tel:	214-464-8520
		Pgr:	888-537-2186

SNET
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing

Date: **November 7, 2000**

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    - Interconnect Trunks ≥ 85% capacity or blocked *(For additional information refer to the CLEC Handbook)*

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Holidays (Non-Business Days)

- New Years Day	- Labor Day
- Presidents Day	- Thanksgiving Day
- Memorial Day	- Thanksgiving (Day After)
- Independence Day	- Christmas Day

Contact Names & Telephone Numbers:

Local Service Center (LSC):

Area Manager:	Mary Ellen Attardo	Tel: 817-212-1200
		Pgr: 877-663-5984
General Manager:	Mary Ann O'Brien	Tel: 214-464-8140
		Pgr: 800-771-9109
Director:	Karen Fawcett	Tel: 203-634-5210
		Pgr: 203-634-5210
Vice President:	Robert Rice	Tel: 203-634-6301

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

LOC:	Service Representative	800-422-8440
Manager:	Manager On Duty	800-422-8440
Area Manager:	Cathy McDonald	Tel: 36C 450-37C0
		Pgr: 860-820-8442
General Manager:	Maryianne Hyland	Tel: 860-450-5737
		Pgr: 860-820-6016
Vice President:	Marianne Esposito	Tel: 203-420-1059
		Pgr: 860-820-8484

<center>
Southwestern Bell
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing
</center>

Date: **November 7, 2000**

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- **Expedites** are defined as orders that fall into one of the following
  categories:

  - Medical Emergencies
  - Out-of-Service (not a repair problem)   -
  - Interconnect Trunks ≥ 85% capacity or blocked *(For additional information refer to the CLEC Handbook)*

- **Escalations** are defined as issues, problems, and service requests that are not meeting CLEC expectations in problem resolution at the service representative level.

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• Contact Telephone #	
• Clear Definition of Issue	
• Complete & Accurate Service Order Request	

Hours of Operation:
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Holidays (Non-Business Days)

- New Years Day	- Labor Day
- Presidents Day	- Thanksgiving Day
- Memorial Day	- Thanksgiving (Day After)
- Independence Day	- Christmas Day

Contact Names & Telephone Numbers:

Local Service Center (LSC):

Customer Care:	Service Representative	Tel: 888-248-6398
Customer Care Manager(s):	Jeramy Kunkel	Tel: 817-212-8154
		Pgr: 888-525-3163
	Lance McNeil	Tel: 817-212-8176
		Pgr: 888-431-3548
	Rod Woodson	Tel: 817-212-8152
		Pgr: 800-532-3979
Area Manager:	Alisha Harla	Tel: 817-212-8128
		Pgr: 877-428-8250
General Manager:	Sheila Van Pelt	Tel: 817-212-1200
		Pgr: 877-663-5984
Vice President:	Maria Dillard	Tel: 214-464-8140
		Pgr: 800-771-9109

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

LOC:	Service Representative	800-220-4818
Manager:	Sam Gross	Tel: 817-212-5155
		Pgr: 877-417-8449
Area Manager:	Don McQueary	Tel: 214-589-6301
		Pgr: 800-862-8153
General Manager:	Charles Cooper	Tel: 817-871-1500
		Pgr: 800-310-4615
Vice President:	George Keely	Tel: 214-464-8520
		Pgr: 888-537-2186

p Five Covad/ILEC Linesharing fixes

- (1) ILEC certification of central office installation
    - Covad to provide each ILEC with central office certification priority list at today's meeting
    - certification of central office readiness to be completed within two weeks -- by 12/14/00
    - single Covad test order for each central office to be processed on 12/14/00 and given standard interval
    - if test order is not provisioned within interval, joint Covad/ILEC walkthrough of central office to take place within 48 hours, using Covad walkthrough spreadsheet (sample handed out today).

- (2) Testing for data continuity
    - Avoids double-dispatch, trouble ticket resolution process, and provisioning problems
    - MDF data continuity testing on every order

- (3) Real-time central office provisioning support
    - ILEC technicians on field dispatch can access central office technicians real time
    - Covad seeks parity access to real-time assistance

- (4) OSS prequalification tool
    - Using customer phone number, Covad must have access to (1) Total Loop Length; (2) Equivalent 26 Gauge Loop Length; (3) Total Bridge Tap Length; (4) Total Number of Bridge Taps; (5) Loop Medium (Copper, Fiber, etc.); (6) Presence of Pair Gain and/or DLC, (7) Presence of DAML

- (5) Jeopardy Notification

For Discussion Purposes

The Internet as it should be.[SM] CO VAD